

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
Information Systems Technical Consultant (Strategic Technology Solutions ServiceNow Team)

Job Summary: This position will be responsible for analysis, documenting, coordination and promotion of ServiceNow additions/changes to include Incident Management, Problem Management, Service Catalog, Workflow Tasking, Knowledge Management, Change Management, and CMDB Asset Management modules in an agile environment.

Duties and Responsibilities:

- Facilitate sprint planning, retrospective and sprint demos
- Coordinate transition from development, testing and production environments, ensuring appropriate change tickets are created, approved and processed in order to meet deadlines
- Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
- Maintain relevant metrics that help the team see how they are doing
- Participate in CAB meetings to discuss release scope and/or roadblocks
- As development moves to Production, coordinate the communication of release notes to the ServiceNow Manager and Business Relationship Manager
- Act as liaison between Development, QA and Testing Teams. If progress is blocked, immediately report issues to the ServiceNow Manager for resolution
- Conduct requirements gathering sessions with stakeholders for special projects of varying complexity that will be developed within the ServiceNow application
- Decompose business processes and/or data flows into lower level processes so that the solution may be sufficiently described
- Work with developers to determine and document the gap analysis of what requirements cannot be met by the “Out of the Box” ServiceNow configuration
- Collaborate with developers and stakeholders for requirements development, ensuring that stakeholders understand the design capabilities and/or limitations, engaging development staff in the transfer of functional requirements into system design
- Create and execute system test plans
- Create training manuals and curriculum
- Create process maps using Microsoft Visio for all aspects of the ServiceNow completed development
- Facilitate project meetings, schedule meetings, write up of action items and meeting notes and create project documentation to meet customer requirements
- Develop and present project documents, status reports and metrics to Management.
- Assisting with internal and external communication, improving transparency, and improving communications

Minimum Qualifications: Bachelor’s degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

Required:

- A minimum of 1 year of experience with the Release Function in a demanding and complex environment
- 1 year of experience with ServiceNow ITSM processes: Incident, Problem, Change, Release Management, Service Level Management, and Service Catalog
- 5 years of experience conducting requirement gathering sessions and producing complex technical requirement documentation
- 5 years of experience as collaborating with stakeholders and developers to recommend process improvements to IT workflow

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- 5 years of experience creating process maps
- 2 years of experience creating and executing test plans
- 5 years of experience preparing training documentation, including manuals and curriculum

Preferred Qualifications:

- Negotiation skills with the ability to find successful resolutions for complex issues
- Experience with IT systems and technology platforms
- Ability to evaluate and assess the impact of one solution and product on the rest of the organization
- Ability to articulate and document the strategy, cultural impact, roles and responsibilities needed to successfully implement the in-scope ITSM processes
- Experience with CMDB Asset Management
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Conflict Management
- Drive for Results
- Organizational Agility
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.